

# Verifent

## QualiFi – Public Service Loan Forgiveness (PSLF)

### Step-by-Step Guide for Employees

Requesting your PSLF form is easy. We utilize Verifent to streamline responses and for data security purposes. Visit [www.Verifent.com](http://www.Verifent.com), click 'Get Started,' click 'Login' and click 'Request PSLF.' Follow the steps below.

**Special Note: If you do not have login credentials, please click 'Register'. You will need to create an account.**

#### Step 1: Choose Employer

- B. Click 'Choose Your Employer.'
  - a. Select your employer needing to review your form. Click 'Save Employer.'
  - b. Click 'Continue...'

#### Step 2: Fill in applicable fields for the following sections

- A. Section 1: Borrower Information
- B. Section 2: Borrower Request, Understandings and Certification
- C. Section 4: Employer Information
  - a. **IMPORTANT:** Begin with your most recent start date.
  - b. Additional Section 4 portions can be requested if there was a break in service.
  - c. If you are unsure of the following data elements, they can be left blank for your employer to complete:
    - i. Employment or Certification Begin/End Date
    - ii. Hours Per Week (Average)
- D. Additional Message to Employer (if needed)
- E. Signature: You must sign your name legibly for FEDERAL STUDENT AID to accept the form

#### Step 3: Employer Reviews/Completes

- A. The form will be sent to your employer to review/complete Section 4.

Once completed, your employer will have the option to fax the form directly to FEDERAL STUDENT AID. If they fax the form to FEDERAL STUDENT AID, you will be notified via email and no further action is required.

To view completed PSLF forms, please visit [www.verifent.com](http://www.verifent.com), click on the 'Get Started' button, and under 'Employee' click on 'Login.' Enter the information that is requested. Once inside the Employee Portal you can view the completed PSLF form.

If your employer does NOT fax the form to FEDERAL STUDENT AID, you will receive a different email notification stating, 'YOU'RE NOT DONE.' Proceed to Step 4.

#### Step 4: Employee Response

- A. Click on the link in the email and enter your information. This will include an email verification and a Two-Factor Authentication code.
- B. Find your request and click 'View Report.'
  - a. All edits made by your employer will be outlined in red.
- C. Choose to 'Approve and Complete' or 'Disapprove/Cancel.'
  - a. Approve and Complete
    - i. Click 'Approve and Complete.'
    - ii. Fill in the first 5 digits of your SSN.
    - iii. If you want the PSLF form to be automatically faxed to FEDERAL STUDENT AID, move the slider button to 'Yes.'
    - iv. Press 'Approve and Complete.'
    - v. To download and/or print your completed PSLF, go back to your dashboard, fill in the first 5 digits of your SSN, and do NOT fax the form to FEDERAL STUDENT AID.
  - b. Disapprove/Cancel
    - i. Click the 'Disapprove/Cancel' button.
    - ii. Type in the details of your disagreement.
    - iii. **\*\*You will need to submit a new PSLF Request\*\***
    - iv. Under 'Additional Notes' on the new request, describe in detail why you are submitting a new form.

